

☐ Current    ☐ Proposed

<b>Classification Title</b> Staff Services Manager II (Supervisor)	<b>Division/Unit</b> Workforce Development Division
<b>Working Title</b> Statewide Learning Manager	<b>IT Domain</b> (if applicable)
<b>Position Number</b> 363-920-4801-001	<b>Effective Date</b> TBD
<b>Name</b> TBD	<b>Date Prepared</b> July 1, 2021

## CalHR Mission and Vision

The California Department of Human Resources (CalHR) is responsible for all issues related to employee salaries and benefits, job classifications, civil rights, training, exams, recruitment and retention. For most employees, many of these matters are determined through the collective bargaining process managed by CalHR.

**Our Vision:** To be the premier leader and trusted partner in innovative human resources management.

**Our Mission:** To provide exceptional human resources leadership and services with integrity, respect and accountability to state departments and all current and prospective employees.

## General Statement

Under the general direction of the Staff Services Manager III, the Staff Services Manager II (Supervisor) is responsible for the development and delivery of the California Leadership, Lean, and Human Resources Academies for civil service employees in the State of California. The incumbent leads a team of subject matter experts to design, develop, deliver, and evaluate statewide staff development models and standards, training curriculum and other tools and resources, which will support agencies and departments in evaluating and enhancing employee performance. Duties include, but are not limited to, the following:

## Job Functions

[Essential (E) / Marginal (M) Functions]:

### 40%    **Lead a team of learning and development experts (E)**

- Plans, organizes, directs, and monitors the daily activities of staff
- Delegates projects and assignments
- Sets performance expectations and holds staff accountable for deadlines and deliverables
- Mentors and coaches staff through opportunities that align with performance development best practices
- Ensures adequate coverage for academy program schedule and provides solutions and support for any areas of opportunity
- Leads a team to collaboratively design, develop, implement, evaluate, and continuously improve the state's model for developing leaders and staff

### 35%    **Develop training standards, curricula, resources, and cost-effectively delivery solutions (E)**

- Creates and enforces Leadership, Lean, and HR Academies standards that align with industry best practices and the statewide competency model
- Leverages resources, technology, and tools to create learner experience that allows for knowledge application
- Collaborates with Workforce Development Division Operations to deliver cost-effective Learning and Development solutions
- Conducts needs assessments and designs learning solutions, to include hybrid course development that leverages eLearning, virtual classrooms, and in-person learning events
- Creates and leads program audits with the intent to improve learning outcomes and validate delivery expectations

#### **20% Project Management and Program Reporting (E)**

- Serves as the Project Manager that delivers learning solutions utilizing departmental project management guidelines
- Creates and reports on Key Performance Indicators for academy program areas leveraging participant feedback, stakeholder engagement, and course audits that validate learning outcomes aligned with program goals
- Provides monthly, quarterly, and annual reports on talent delivery to the Chief Learning Officer and Key Stakeholders

#### **5% Communication, education, and outreach (M)**

- Actively participate in the California Network of Learning Professionals (CNLP) and in the various special interest groups that focus on state government leadership, lean, and HR sharing best practices and experience related to learning and development
- Keeps up with leadership and staff development industry trends in order to propose innovative ideas for maximizing effectiveness of leadership and staff development initiatives
- Provide Learning and Development guidance while participating in statewide diversity, equity, and inclusion initiatives
- Ensures that program areas are well represented and appropriately marketed to the intended audience

## **Supervision Received**

The Staff Services Manager II reports directly to and receives the majority of assignments from the Staff Services Manager III; however, direction and assignments may also come from the Workforce Development Division Chief.

## **Supervision Exercised**

The Staff Services Manager II will provide general direction and supervision to (10) Staff Services Manager I (Specialist).

## **Special Requirements / Desirable Qualifications**

Functional or training experience with State of California Human Resources including knowledge of:

- Possess in-depth knowledge, experience, and technical credibility in the areas of human resources, training methodology from design to implementation, and continuous improvement processes leveraging Agile and Lean practices;
- Have the ability to build relationships and work collaboratively with all levels of state government;
- Experience in the design and implementation of virtual delivery solutions (such as eLearning, Zoom/Webex) to augment learning programs;
- Be able to work closely with subject matters experts in various disciplines as they relate to human resource best-practices and policy, as well as those who are proficient in continuous improvement methodologies;

- Expert-level familiarity with continuous improvement methodologies and how to apply them to business process;
- Communicate confidently, clearly, and persuasively both verbally and in writing;
- Have successful experience managing programs from design to implementation;
- Have experience supervising a team that focuses on performance and delivers on mission;
- Will value teamwork and have the leadership skills to create an environment where the staff have the opportunity to achieve their full potential while delivering outstanding products and services to customers; and
- Be a strategic leader and creative problem solver that strives to deliver results.

The duties of this position are performed indoors. The employee's workstation is located at 1515 "S" Street building and is equipped with standard or ergonomic office equipment, as appropriate. Travel may be required to attend meetings or training classes.

Ability to operate standard office equipment such as, but not limited to: a personal computer (desktop or laptop models), paper shredder, basic calculator, document system (copier, facsimile, imaging). Ability to move training materials and equipment, including boxes up to 25 pounds.

The duties of this position are performed indoors. The employee's workstation is located at 1515 "S" Street building and is equipped with standard or ergonomic office equipment, as appropriate. Travel may be required to attend meetings or training classes.

## Working Conditions

Professional office environment. Ability to sit in a normal seated position for extended periods of time. Ability to effectively handle stress and deadlines.

## Attendance

Must maintain regular and acceptable attendance at such level as is determined at the Department's sole discretion. Must be regularly available and willing to work the hours the Department determines are necessary or desirable to meet its business needs.

**I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation.\*** (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Personnel analyst.)

*\*A Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of his or her job or to enjoy an equal employment opportunity.*

Duties of this position are subject to change and may be revised as needed or required.

<b>Employee Signature</b>	<b>Employee Printed Name</b>	<b>Date</b>

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

<b>Supervisor Signature</b>	<b>Supervisor Printed Name</b>	<b>Date</b>